Bulletin Board

Welcome.

We have chosen to focus on payment and remittance topics for this newsletter. With the introduction of U.S. Bank Access® Online as part of the new CAL-Card contract, new improved statements and payment remittance processes were introduced.

Now that all agencies have successfully completed their CAL-Card purchasing card transition from the Rocky processing platform to Total Systems and Access Online, we want to ensure the payments for new TSYS accounts are received and accurately posted in a timely manner.

In the information that follows we will provide the answers to some of the questions, most frequently asked by agencies regarding their **new** statements, payments processing and related reporting tools:

1. **Why are the cardholder and corporate billing statements different?**

    New Statements – As part of the new CAL-Card contract, your accounts are now issued on a new processing platform and supported by a new electronic reporting and management tool, Access Online. These new systems necessitate new statements but also allow cardholders, billing officials and program administrators to view their statements online. You may also print copies from Access Online if required.

    In addition to the ability to access new, improved CAL-Card statements via Access Online, there is also a new payment remittance address. A payment overview presentation is available on the CAL-Card website: www.pd.dgs.gov/calcard. This information is also covered in CAL-Card training sessions. Consult the CAL-Card website for information regarding training opportunities and schedules.

    Corporate Account Summary – A monthly statement is generated for each of an agency's managing accounts (also referred to as a corporate account summary or billing account). These statements are produced the day after your agency's cycle date and serve as the official invoice(s) for their associated cardholder accounts.

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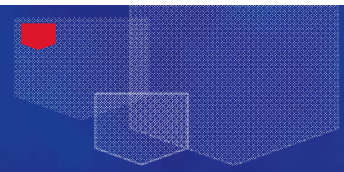
The managing account statement itemizes purchases for each cardholder associated with the managing account. Agencies receive a corporate account summary for each managing account. To ensure proper payment posting, it is required to notate the managing account number (the full 16 digit number) on the payment.

Cardholder Statements – Cardholders also receive an individual "memo" statement which details their account activity for the cycle period. Cardholders do not pay the bank directly; payment must be made to the "managing account".

Payments – Payments must be made to the managing account (also referred to as the corporate account summary). Payments can be made via check, wire, AutoPay, or ACH.

2. **What is the new payment remittance address?**

> Corporate Payment Systems
> P.O. Box 790428
> St. Louis, MO 63179-0428

NOTE: Payments must be made notating the associated managing account number (the full 16 digit account number), NOT the cardholder's individual "memo" account number.

3. **Are there sample statements available to assist me in understanding the information contained on them?**

Yes. A sample cardholder statement is available in the CAL-Card Cardholder Guide. A sample managing account statement is available in the CAL-Card Billing Official Guide. These guides are posted on the CAL-Card website: www.pd.dgs.gov/calcard.

4. **How do I get a copy of a statement?**

Access Online Statement Viewing – Both cardholder statements and managing account statements (also known as a corporate account summary or billing account) can be viewed immediately after cycle in Access Online. They can also be printed. Access Online stores three months of statements.
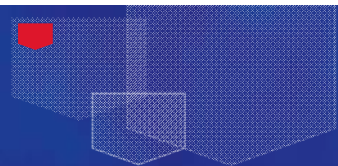
Access Online Training – If an agency is unsure how to access statements via Access Online, they should refer to our web-based training on the topic at: https://wbt.access.usbank.com

To secure an Access Online I.D., cardholders and billing officials should contact their CAL-Card Program Administrator.

5. **How is the balance due determined on an agency's new accounts in TSYS?**

Payment Terms – The payment terms are 45 days from the date of each monthly statement of account (corporate account summary or managing account). Accounts are to be paid in full each billing period.

Balance Due – The balance due on an account is determined by taking the current statement cycle balance minus payments, credits, fees and disputed transactions. Any "unpaid", past due, balances (from a previous cycle) **roll over** to the new cycle.

If agency individuals have personal credit cards, they should be familiar with this "rolling balance" approach.

Payments are applied first to the oldest balance due on an account.

6. **How does an agency verify payment receipt and or past due balances?**

Access Online Reports – Billing Officials and Program Administrators should run the "Past Due Balance" report in Access Online to monitor their account status. The Access Online "Transaction Detail" report details all transactions on an account, including payments, credits, etc.

If an agency is verifying prior balances two or more weeks after payment due date and they have not either, sent a payment or have a payment in progress, it is likely their agency account will go past due. It is important to submit payment in a timely manner and according to the contract payment terms to avoid account suspension.

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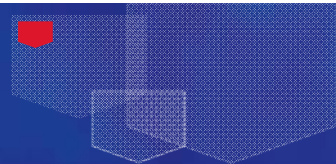
To create a *Transaction Detail* report that includes only payment transactions:
- Filter the report to include only transactions less than or equal to $0.00
- Select the *Payments*: *Include* radio button
- Filter the report by specific accounts (if you use only certain accounts to make payments)

If you need to filter the report further, you can run the report in Microsoft® Excel format and then further sort and filter the report data in Excel.

7. **Who is my point of contact for CAL-Card program questions?**

   Cardholders - Your CAL-Card program administrator should be able to assist cardholders with questions or concerns regarding their CAL-Card account. The CAL-Card website: www.pd.dgs.gov/calcard also has a wealth of information on the program, including a cardholder guide. U.S. Bank's customer service area is also available 24/7 to answer basic program questions for cardholders (e.g. account balances, etc.).

in the *Bulletin*, please let us know. Send your feedback to calcard@usbank.com

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